

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

T. HORIE et al.

Serial No. 09/775,575

Group Art Unit: 2837

Filed: February 5, 2001

Examiner: R. Bachner

For: ANSWER SYSTEM FOR TECHNICAL SUPPORT, AND TECHNICAL
SUPPORT METHOD

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
Mail Stop DD
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In accordance with the duty of disclosure, the Applicants submit the documents cited on the attached PTO-1449 form. These documents constitute the art of record in the parent application.

The Applicants request the Examiner initial and return a copy of the attached PTO-1449 form as an indication that the references have been considered.

Respectfully submitted,



Gene W. Stockman
Registration No. 21,021
Attorney for Applicants

Mattingly, Stanger & Malur, P.C.
1800 Diagonal Road, Suite 370
Alexandria, Virginia 22314
(703) 684-1120
Date: March 10, 2004

FORM PTO-1449 (REV. 7-80)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. NIP-216-02	SERIAL NO. NEW
LIST OF DOCUMENTS CITED BY APPLICANT (Use several sheets if necessary)		APPLICANT T. HORIE et al.	
		FILING DATE March 10, 2004	GROUP Unassigned

U.S. PATENT DOCUMENTS

* EXAMINER INITIAL	DOCUMENT	DATE	NAME	CLASS	SUBCLASS	FILING DATE (If Appropriate)
AA						
AB						
AC						
AD						
AE						
AF						
AG						

FOREIGN PATENT DOCUMENTS

		DOCUMENT	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	AH	11-66003	3/9/99	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AI	11-39023	2/12/99	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AJ	10-301621	11/13/98	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AK	6-117885	4/28/94	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AL	6-274402	9/30/94	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AM	9-62740	3/7/97	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AN	10-154118	6/9/98	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AO	11-161321	6/18/99	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AP	98/33130	7/30/98	WO			<input type="checkbox"/>	<input type="checkbox"/>
	AQ	2000-20541	01/21/00	Japan			<input type="checkbox"/>	<input type="checkbox"/>

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, etc.)

	AR		
	AS		
	AT		

EXAMINER	DATE CONSIDERED
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* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.